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AWARENESS OF E-JOURNALS AMONG LIBRARY USERS IN UNIVERSITY OF DELHI AND BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY, LUCKNOW: A STUDY

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AWARENESS OF E-JOURNALS AMONG LIBRARY USERS IN UNIVERSITY OF DELHI AND BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY, LUCKNOW: A STUDY

Divyanshu Gupta*
Manir Uddin Ansari**

Abstract

In this digital environment, the use of electronic resources is very common and as of today almost all the libraries compatible with electronic resources. Both the Universities has the collection open as well as the subscribed database. The present study is on the use of e-journals by the research scholars in the libraries of the University of Delhi (DU) and Babasaheb Bhimrao Ambedkar University (BBAU), Lucknow. It is intended to evaluate the purpose, types, problems in assessing the e-journals. The finding of the study revealed that a greater number of users from both the university use e-journals for their study which is a common phenomenon of the scholarly community. The study insists that the library has to organize an orientation program on the use of e-journals with regular interval.

Keywords: E-journals, University of Delhi, Babasaheb Bhimrao Ambedkar University, Open Access, Library Users.

1. INTRODUCTION

The well-organized library of any academic/non-academic institutions is considered to be one of the information communication platforms, where different types of reading materials including print and non-print preserved by using some mechanism for further use. The main objective of the library is to develop the collection as per user need and fulfill the real user requirements. The academic community and specialized research institutions have deeply involved generating new ideas, thought, established patent for generalization to the well-being of people as well as throughout the country. The library and information center has been facing various challenges from collection development to providing service. The advent of technology has a greater influence on the academic community to consume and publish articles in e-environment. The feature of information technology has gained a monopoly over the traditional world. Everyone wants their required information quickly in the right format. E-journals have emerged as the fastest medium of scholarly communication. It is a primary medium for acquiring knowledge, publish and disseminate the knowledge within minimum time. But with the cursory review of the literature, it has been observed that many of the academic community were unaware of the e-resources. Although library and information center is not much lagging behind adopting ICT infrastructure and at the same time a library and information center has been subscribing several e-resources for the scholarly community. Librarians are regularly conducting information literacy programme to maximize the utilization of library resources. But it is also necessary to assess the level of awareness about e-journals by conducting a survey with sets of some criteria. The present study is confined to assess the awareness level of two universities, i.e. University of Delhi and Babasaheb Bhimrao Ambedkar University, Lucknow. A well-structured questionnaire has been developed to collect data and analysis. The methodology which is used in this paper is mentioned in the methodology section.

2. Review of Literature

In order to improve the existing system of the library and its services, the library administrators should modify or develop the libraries in accordance with the users' needs and interest. This is by undertaking user studies and collecting the opinions of the users in the form of feedback. The user feedbacks provide a platform for the assessment of the quality of library and quality of the services and their extent of utility. Hence, as the user plays a pivotal role in the improvement of the library system, it is necessary to know the user psychological behaviors such as their information needs, the ways of gathering information, the extent of use of library resources, the problems faced while using existing resources and their expectations from the system. Thus, the concept of user studies developed and over a period, it is inevitable to conduct the user studies periodically to improve and develop the library as a system. Here are some important studies to fill out the gap which are discussed here. Golnessa and Talawar (2008) investigated the use of scholarly electronic journals at the Indian Institute of Science. Gupta (2011) analyzed the use of electronic journals by faculty and research scholars of physics and chemistry at Kurukshetra University, India. Jamali, Hamid, Nicholas, and Huntington (2005) reviewed the log analysis studies of use and users of scholarly electronic journals. Kaur (2011) examined the impact of e-journals on university libraries in terms of resources, staffing, space, technical services, and equipment. Kumar (2017) studied the issues related to access and use of Electronic Information Resources (EIR) by research scholars and faculty members of National University of Study and Research in Law, Ranchi and their awareness about advantages and disadvantages. Liew, Li, Foo, and Chennupati (2000) found that the growth and diversity of electronic journals (e-journals) in the past five years has led many to predict the extinction of print journals and that a new paradigm is a sweeping scholarship.

3. Objectives

- i) To understand the purpose, to know the frequency and time spent on accessing e-journals;
- ii) To identify the location of access as well most preferred format of e-journals;
- iii) To understand the level of awareness and satisfaction on the use of e-journals;
- iv) To assess the satisfaction level over infrastructure provided by the library; and
- v) To know the problems faced by users.

4. Methodology

The survey method has been applied to the collection of data. A well-structured questionnaire has been developed and distributed among the users. Total 167 out of 200 questionnaires have received from the respondent. The dichotomous questionnaires consist of yes/No has followed under the survey. The study is limit to only P.G. students and research scholars of the University of Delhi and BBA University, Lucknow. Microsoft Excel has been used for analysis of data and APA standard is followed under the whole study.

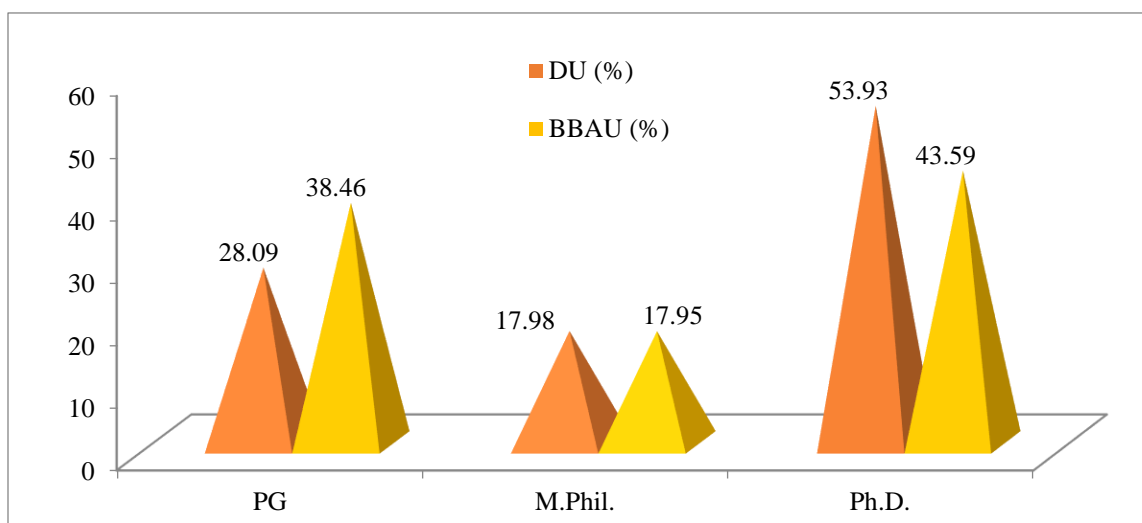
5. Analysis and Interpretation

The data collected through questionnaire analyzed and interpreted in the form of table and figures as needed.

Table 1: Number of Questionnaire Distributed and Response Rate

Sr. No.	University	Distributed	Responded
1.	DU	100	89 (89%)
2.	BBAU	100	78 (78%)
Total		200	167 (83.50%)

In terms of response rate for the study table 1 depicts that the University of Delhi has a high response rate with 89% than BBAU which is 78%. It is an outstanding performance for the University of Delhi. The overall response rate is 83.50% of both the university assume to be a good sign of response. It means that users are more aware of the importance and benefit of a survey.

**Fig. 1: Category of the Respondents**

It is clear from Fig. 1 that most of the respondents 49.10% were from a Ph.D. course while 32.93% were from post-graduate students. The Ph.D. category respondent response rate from University of Delhi 53.93% is higher than the BBAU which is 43.59%, whereas in case of PG category respondent rate, the BBAU response rate 38.46% is higher than the University of Delhi which is 28.09%. For M.Phil. Category respondent response rate is almost similar. It seems that both the university must provide information literacy as well as an orientation programme to improve awareness of e-journals among the users.

Table 2: Users Library visiting frequency

Sr. No.	Visit	DU	BBAU
1	Daily	52 (58.42%)	40(51.28%)
2	Once a week	7 (7.86%)	12 (15.38%)
3	Fortnightly	15 (16.85%)	15 (19.23%)
4	Monthly	10 (11.24%)	8 (10.26%)
5	Occasionally	5 (5.62%)	3 (3.85%)
Total		89 (100%)	78 (100%)

It is also important to know about the frequency of visit. In India, academic libraries are still in transforming age. None of the libraries can claim that they are fully digitized. Almost all the libraries have both print and electronic collections. It is also true that libraries are now a day's exploiting the features of information technology. For e.g., remote access but this is not enough. There are several auspicious printed research materials are available in the library users to have to visit the library and exploit resources. The above table 2 depicts that majority of the respondents (55.09%) visit the library on daily basis followed by fortnightly (17.96%), once in a week (11.37%), monthly (10.78%) etc.

In comparison between DU and BBAU, it has seen that frequency to visit the library of users from DU (58.42%) are higher than BBAU which is (51.28%) visit the library on daily basis. Fortnightly occupy the second position to both the Universities. (19.23%) users from BBAU states that they visit library fortnightly whereas in DU only (7.86%). There are some other options were also given to users like "Once in a week", "Monthly", "Occasionally" but response regarding visit library in given three option is almost similar.

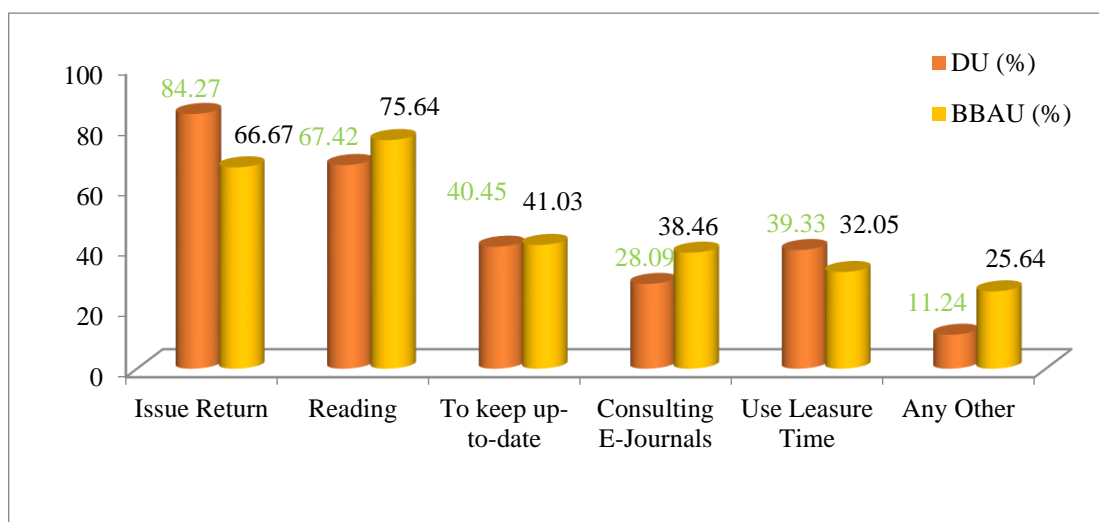


Fig. 2: Purpose of visit to the library

There are many reasons laid down behind to visit the library by the users from the given options for the purpose of like "Issue Return", "Reading", "To keep up-to-date", "Consulting e-journals", "Use leisure time" and "Any other". It is clear from the fig.2 that majority of the users (76.05%) visit library only for issue-return followed by reading in the library premises (71.26%), keeping up-to-date (40.72%), consulting e-journals (32.93%) etc. Academic libraries are the hub of electronic resources/research materials. The response rate on consulting e-journals is not up to the mark. It seems that the university library may be providing remote access service and its result shows a decline of footfall in the library.

In comparison between DU and BBAU for the purpose of visit library, it shows that a maximum number of the user (84.27%) from University of Delhi visit library only to issue-return and same in case of BBAU 66.67%. Again, it is very interesting that a number of the user to visit the library for consulting e-journals from BBAU (38.46%) is higher than the University of Delhi (28.09%). The reason may vary like "open access use" or "remote access services". There is very

significant difference has been seen over given option like “reading”, “to keep up-to-date”, “use leisure time” and “any others”.

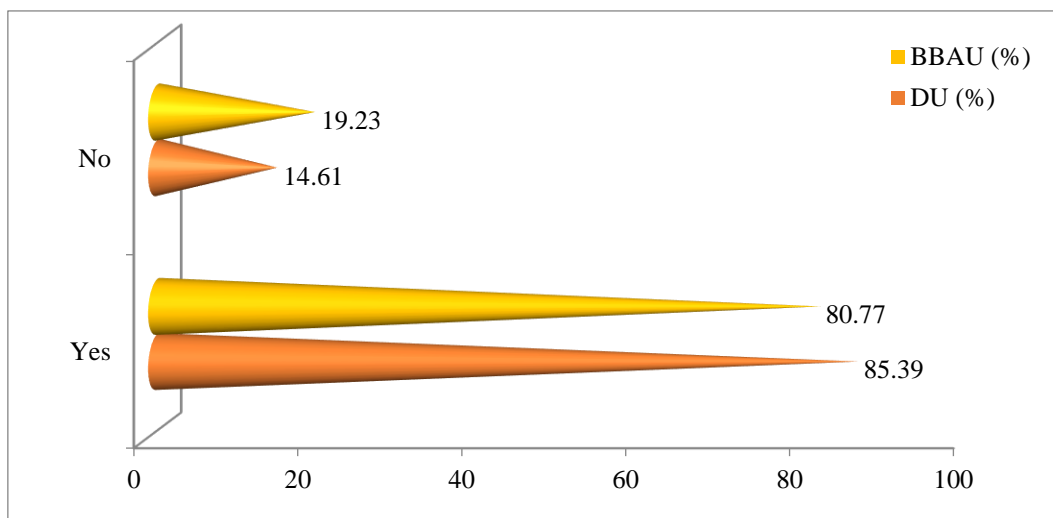


Fig. 3 User satisfaction with the infrastructure of the library

In the era of 21st century, library infrastructure becomes a matter of discussion. The Govt. has been initiated several steps for better library infrastructure, but libraries are still undergoing. Library infrastructure is concerned with the interior design, e-resources access infrastructure, and others. After analyzing data Fig.3 shows that 83.23% from both the universities were satisfied. In the purview, the technology, library authority must update them in the area of upcoming technology as per the day to day need.

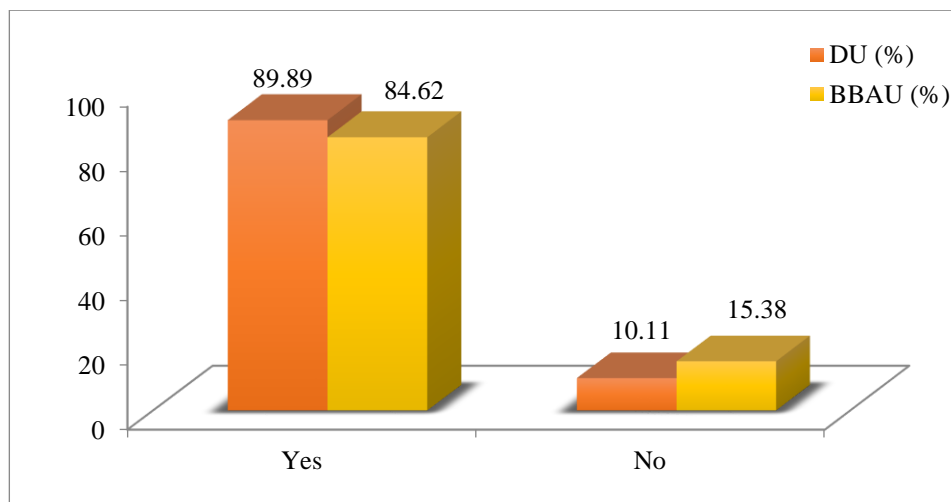


Fig. 4: Users' satisfaction from library working hours

Library working hours are always been a burning issue between library authority and users as ever. But many of us confused with “Library working hours” and “Library open”. Everywhere the library is open all days except a few holidays. Library and Information centers are set some open schedule for specific sections for the public as per their convenient time. In this study, we asked the users to understand the satisfaction level of users over working hours.

The Fig.4 reveals that most of the users (87.42%) satisfied with the library opening and closing time. But the progress of research in every university is also one of the important aspects. Therefore, the university library authority must take care of the research scholars by providing an adequate facility.

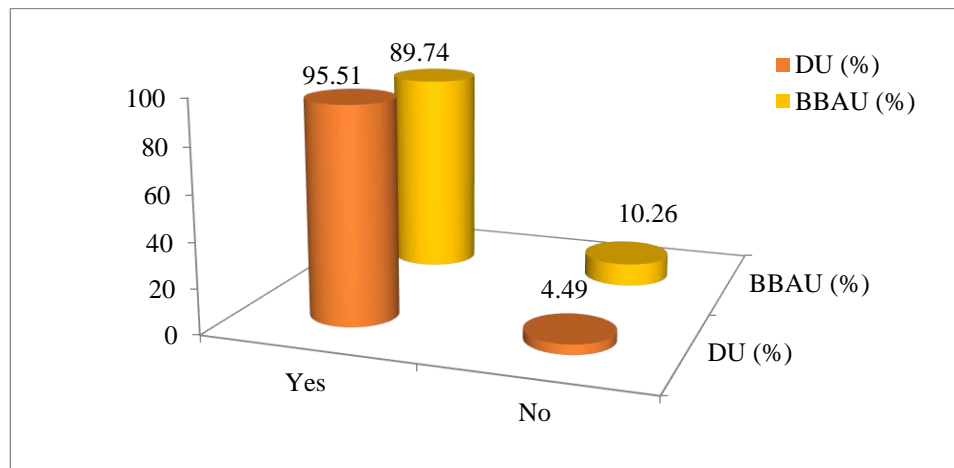


Fig. 5: Users' Satisfaction with internet facilities in the library

The Internet is a connection of network of the network. It is a communication medium through which masses can establish a connection for sharing valuable knowledge, information, real-time chat etc. None of the library, organization, academic institutions survive without internet connectivity. As of today, all the organizational activity depends on the internet connectivity whether it may intra-net or internet. But bandwidth is one of the serious issues. By keeping in mind, the quaint features of the internet, it is trying to know their satisfaction level on the use of the Internet. The Fig.5 clearly shows that majority of the respondent (92.81%) from both the university states that they are satisfied with the internet connectivity. The engagement of good numbers of users in the library shows that they are satisfied with the services/facilities provided by the library. But the Internet is being used by the users for what purpose is always a matter of discussion.

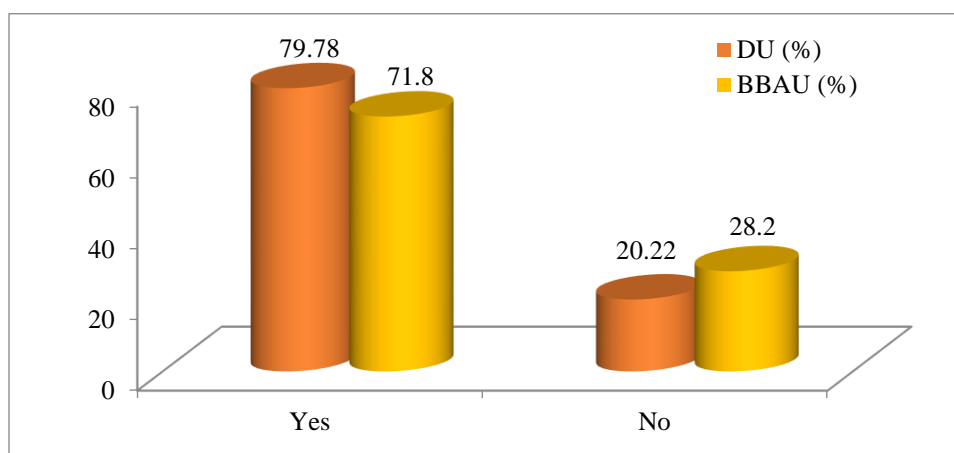


Fig. 6: Awareness about E-Journals

E-journals are the sole medium of scholarly communication. It plays a vital role in research and development activities. Electronic publishing and its incredible features give an opportunity to the academic community to improve their research. The publishers nowadays deeply involved in promoting the academic community by providing indispensable services. Fig. 6 depicts that most of the respondent from both the university (76.04%) were aware of the e-journals. In comparison between these two universities on awareness of e-journals, the response rate from the University of Delhi (79.78%) is high from BBAU (71.8%).

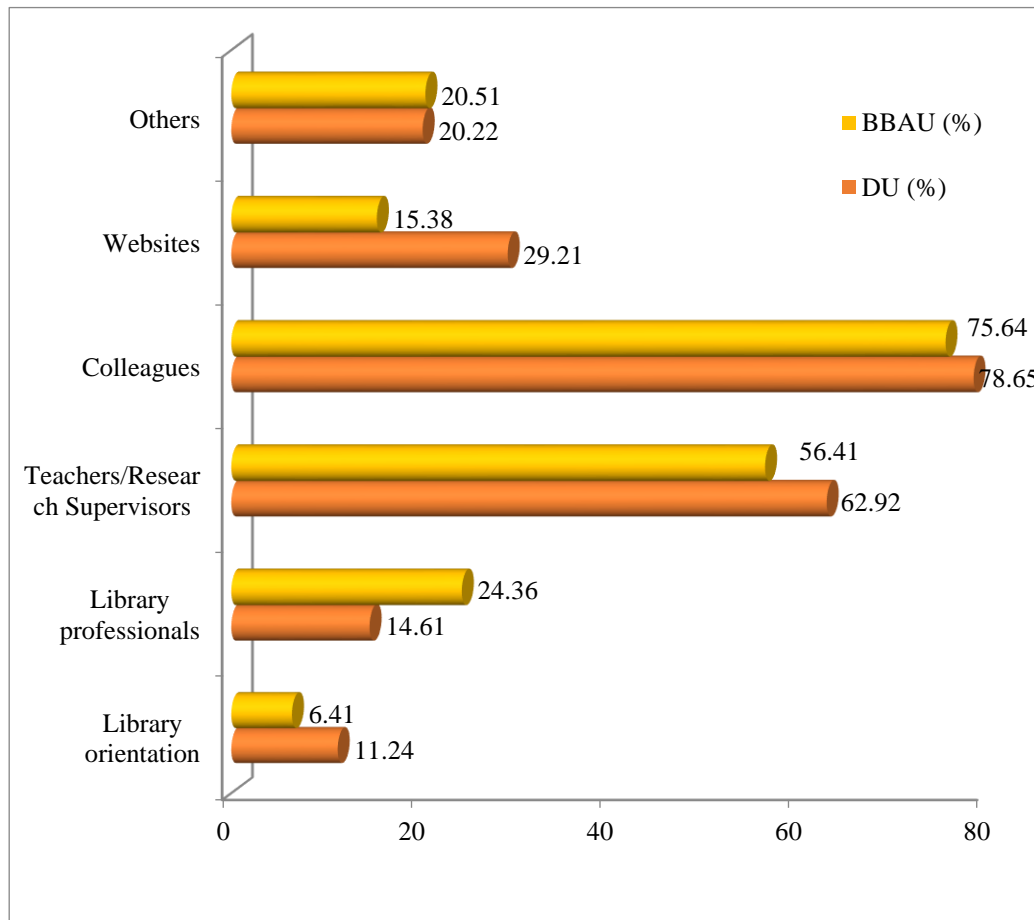


Fig.7: Information about E-Journals

With the advancement of electronic publishing, it's become common to provide information literacy programme to its users to create awareness about the e-journals. To assess how they know about e-journals, several options given like "websites", "Colleagues", "teachers" and "library staff" etc. From the Fig.7, it clearly indicates that (77.24%) respondents from both the universities came to know about e-journals through their colleagues followed by (59.88%) from their respected teachers or supervisors. Role of library orientation is not up to the mark in creating awareness about the e-journals of both the universities. Only (8.98%) respondents aware of the e-journals through orientation programme. Library professionals are playing an important role to maximize the use of library resources. In a comparison between these two universities about e-journals, it is shown that users from the University of Delhi (78.65%) gather knowledge about e-journals from their colleagues than the BBAU (75.64%). There is a slight difference in response rate which may be fluctuating on time to time. In nutshell, library and information

centers must implement marketing strategies, invite users in the library, communicate valuable information, explain how to save time in searching and browsing, how to use technology for self-updating etc. The study suggested that both the university must emphasize on Information literacy or orientation programme with a regular interval to achieve the goal of the library.

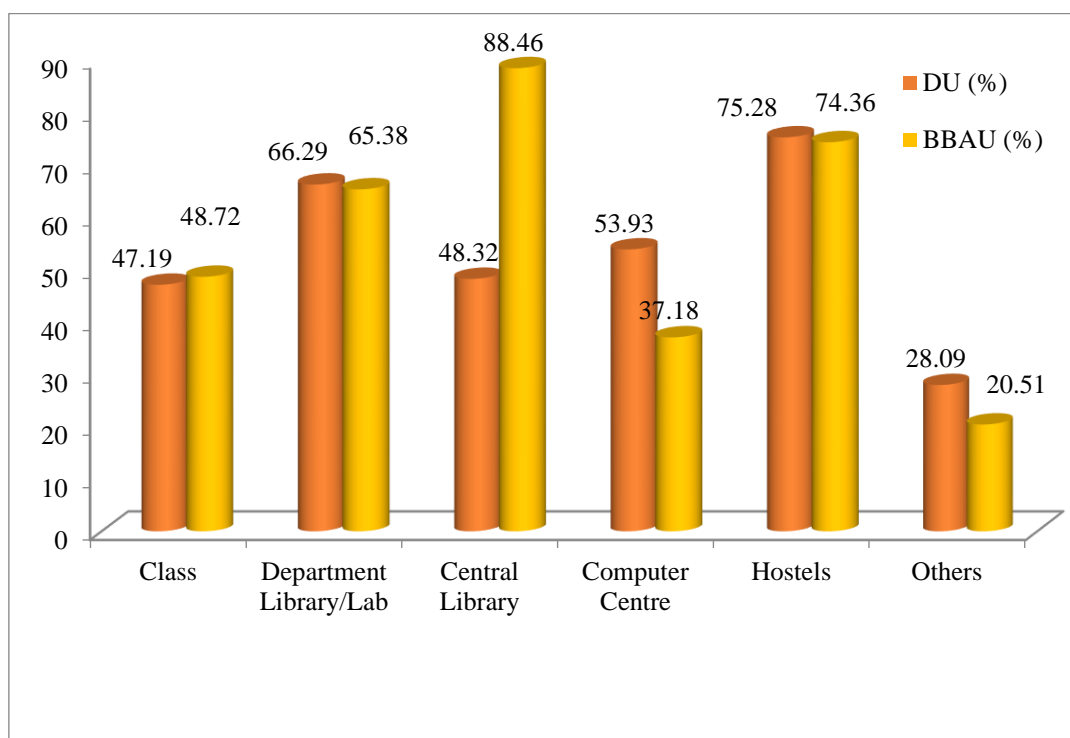


Fig. 8: Place of accessing E-Journals

Technology somehow has broken the entire territorial barrier by decentralizing library through the network. As of today, the library from all over the world providing remote access services to their prior users. Besides these, the library has been moving towards on web from the wheel, mobile library, digital library etc. These are the latest technology implemented by the libraries gradually for the sake of effective services to its users. No matter where you are, but the library will be at your home. Fig.8 represents that most of the respondent's access e-journals in the hostel premises (74.85%) followed by Central Library (67.07%), Department library (65.87%) through various electronic gadgets from both the university due to high bandwidth, low traffic inside and comfortable electronic devices with the high-speed internet connectivity. Anyone can access e-resources from anywhere through remote access login ID and Password. But still, peaceful environment is required for reading, thinking, identify and utilize resources for research. Internet speed, adequate e-resource access infrastructure, space may attract the user to access e-resources from hostels, central library and department. The respondent from both the University states that Hostel is a common access point but there is a huge gap seen in accessing resources from Central library. The respondent (88.46%) from BBAU shows their interest to access e-journals from the central library but in the University of Delhi, the response rate is only (48.32%). The reason behind may be the promotion of remote access. The users feel free to access resources from their residence rather to come central library. The rest of the access point's response found similar.

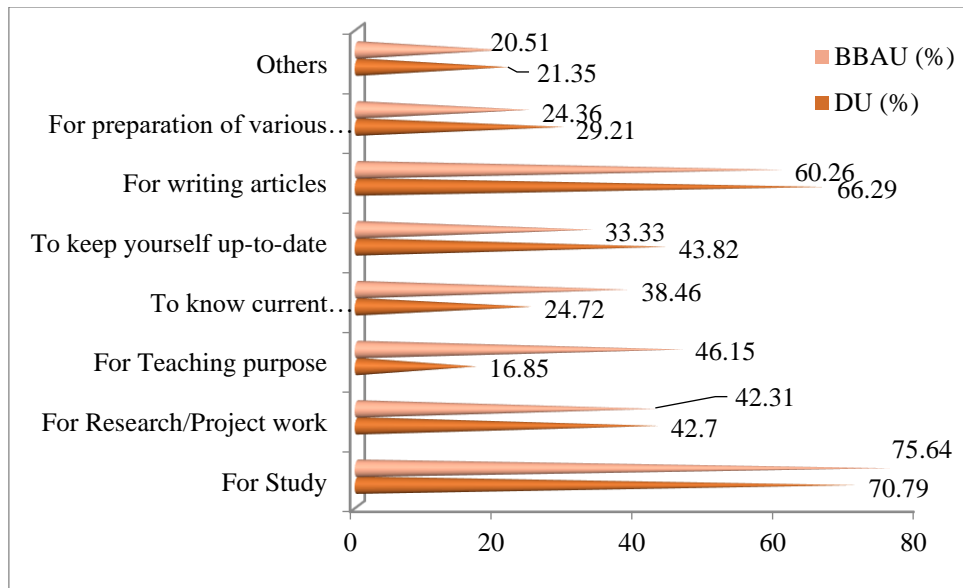


Fig. 9: Purpose of accessing E-Journals

Information is power, a user can empower himself by exploiting the nature and incredible features of online journals. Everything has its pros and cons but the pros of e-journals for updating knowledge in research is overwhelming than the cons. The academic research community can easily access credible information from an online database. Use of anything, there must be a certain objective. Under the study, there are several options has given to know the purpose of research scholars behind the use of e-journals. The Fig.9 exemplify that greater number of users from both the university use e-journals for their study (73.05%) which is a common phenomenon of the scholarly community followed by (63.47%) scholars consume for writing articles, (38.92%) to keep up-to-date themselves etc. It expresses that scholars from both the university engage themselves most of the time in academic works includes study, writing articles, keeping up-to-date etc. There are very minute level differences have been seen between two universities on the purpose of accessing e-journals.

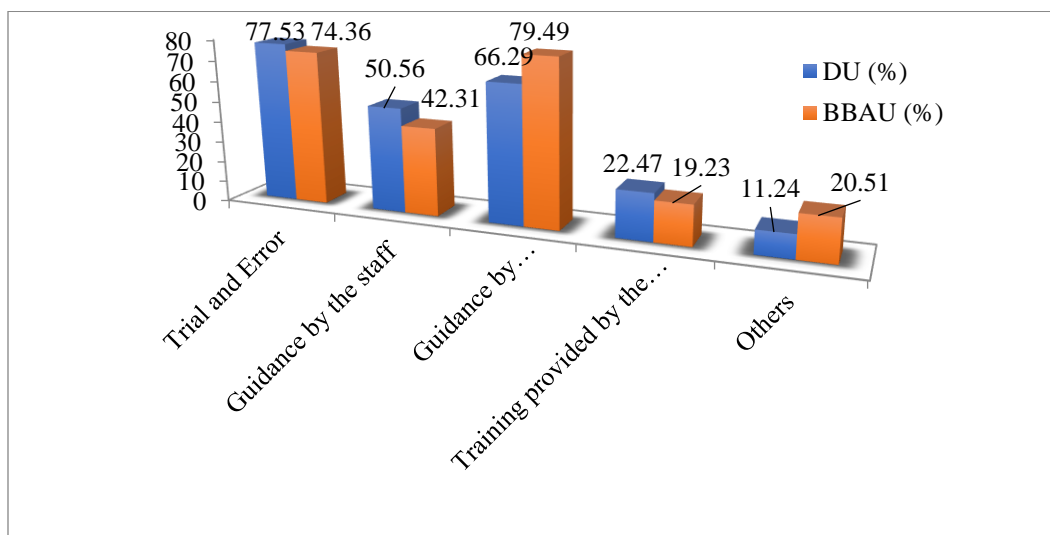


Fig. 10: E-Journal accessing skills

The marvelous features of ICT brought revolution in the field of library and information science. The academic and research institutions moving towards making e-environment culture in the library by an institutional sign-up. Online information's are available in various formats because different types of devices support different types of formats like PDF, HTML, M-format, E-Pub etc. Besides these there are various searching techniques are also available for accessing pinpointed information. The research scholars must know various comfortable access formats as well as different types of searching techniques. But questions are that how they know? What is the relevant source? To examine these, some relevant options have given to users like learning by "Trial and Error" methods, "Guidance by the staff", "Guidance by friends/colleagues", "Training provided by the library" and "Others". The fig. 10 exhibits that most of the users (76.04%) learn to access the e-journals through trial and error method in both the esteemed university. It means that users formulate keywords their own way. If they learn from user education programme, then the response rate might be higher. Again (72.46%) respondent express that they gain searching skills from their friend and colleagues. But the actual learning platform of user's response rate is very low i.e. (20.90%). The library authorities must convince a user to attend the training programme. They have to give proper justification about the importance of the training programme, which will be the theme of training and also ask them what the problems are they face. The interactive session will be conducted, and the result of the programme may be mitigating the user as well as library problems. In a comparison between these two universities, it is also found that the University of Delhi library staffs (50.56%) are more experts than the BBAU (42.31%). It indicates that both the university must conduct training for the trainer programme to its staff. Any user may ask for help from any of the library staff. Library professionals evolve themselves as an independent librarian as per their specialized area.

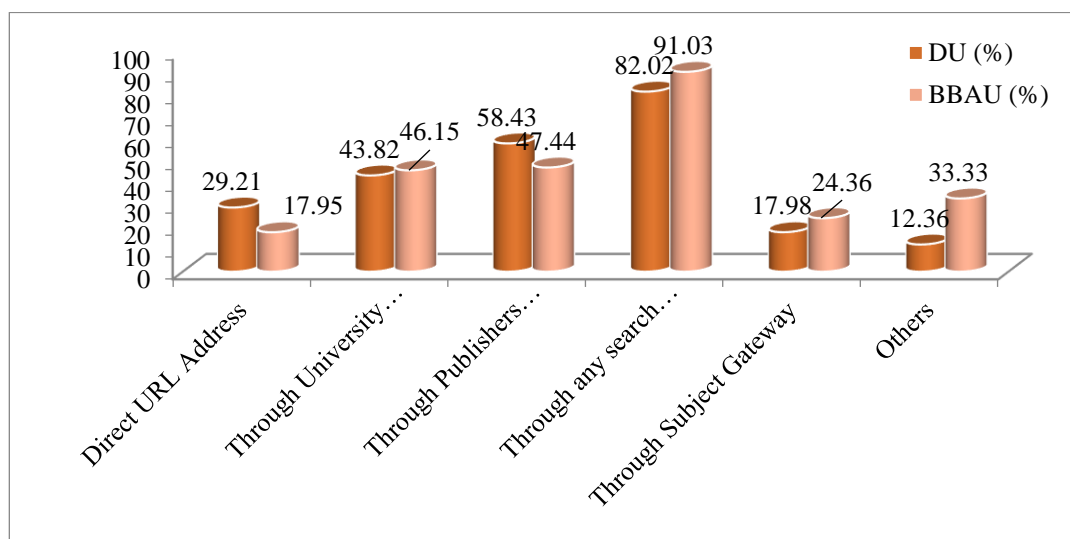


Fig. 11: E-Journal access

Library and Information Centres are deeply involved in categorizing online information and trying to establish one common platform for ease of access. Publishers developed software's which have a very user-friendly interface in the high-security environment. But there are various ways are available for accessing e-journals like access through "Google search engine", "through university websites", "through URL", "through subject gateway" etc. Each option has peculiar

features. For e.g., if the user access e-resources within the campus through the common search engine then he or she could be download subscribed articles. The moment you search in the Google search engine, it will provide both relevant and irrelevant information, but it will not happen in the case of direct publisher websites or university enumerated list web page. In Fig.11 sketch that majority of the respondents (86.22%) access information from common search engine due to the user-friendly interface and natural language indexing followed by publisher's websites (53.29%), then university websites (44.91%) from both the university. It is also found that the use of URL (23.95%) and subject Gateway (20.96%) is very less. The creative commons licensing that enable the free distribution of an otherwise copyrighted "work". Several peer-reviewed articles available in the public domain, anyone can access to support in research. In a comparison between these two universities, (91.03%) respondents from BBAU retrieve information from common search engine whereas (82.02%) from University of Delhi used to access relevant information from a common search engine. For a review of the literature, Google search is the best but at the same time, it will provide relevant and irrelevant information. The users must filter information which is a time-consuming process. Library and Information center need to explore the online as well as offline resources more with the help of technology. Library outreach, motivation, cafe discussion becomes essential for the creation of awareness about how to access e-resources. Proper training in proper time will increase e-resources usage and mitigate the barriers.

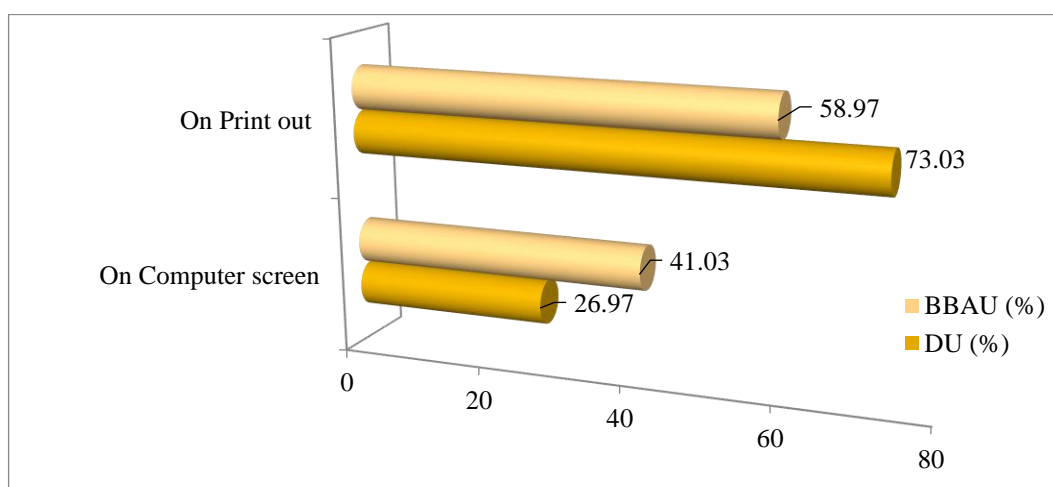


Fig. 12: Methods used for reading Full-text Articles

E-Journals, E-books are the substitutes of print resources. Both the object has pros and cons. The pros of e-resources may outweigh overprint or vice versa. E-resources are very easy to access, download, transfer, searching, browsing, select and reject, temporal highlighting, reading while traveling etc through smart technology. But in the print environment, it is not easy to access where physical presence is essential. Manual search, use of print catalog for locating resources, damage, issue of missing, preparation of TOC etc are the main problems. On the contrary, there are some advantages too like comfort in reading but on the screen, reading may cause eyes irritation. Under the study through this Fig.12, it shows that majority of the respondents (66.47%) from both the university prefer to read articles in print format instead of e-format followed by on computer screen (33.53%). Regular reading on a computer screen may arise eye issue whereas in print format this may or may not be.

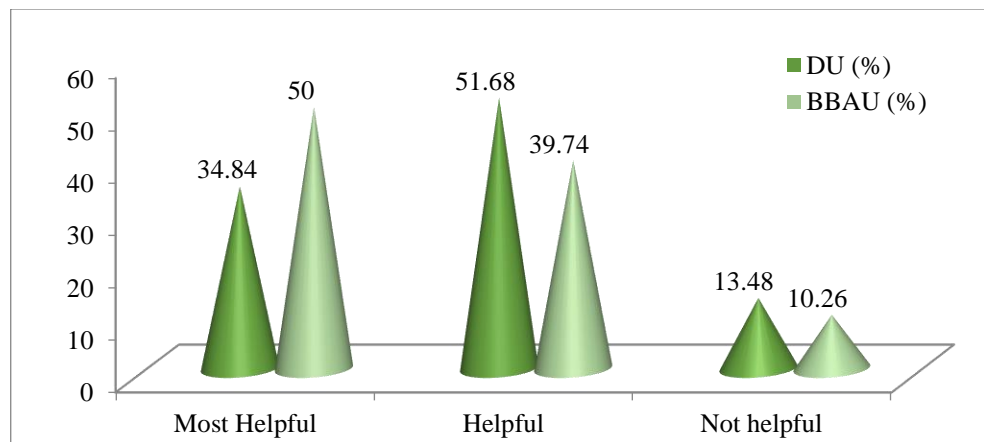


Fig. 13: Opinion about E-Journals

Ideas, facts, findings, trends, figure etc articulated by the academic communities are share to masses of scholarly community through the medium of E-Journals, where many people can see it simultaneously. The credible functions of e-journals attract the users to consume and publish articles in e-environment. To know whether e-journals are important or not, several options have given to user like “Most Helpful”, “Helpful” and “Not Helpful”. The Fig.13 clears that only (46.11%) respondents believe that the e-journals are helpful for their research work followed by (41.92%) respondent’s states that e-journals are most helpful among the two-given university. The later one indicates that users are able to find new concepts to learn and utilized for their research work. It is also found that the ratio of not helpful (11.98%) is lower than the “Most helpful” and “helpful”. But it is not enough even it is not a good sign for the library community. Library professionals need to do research more considering user satisfaction by increasing the visibility of e-journals.

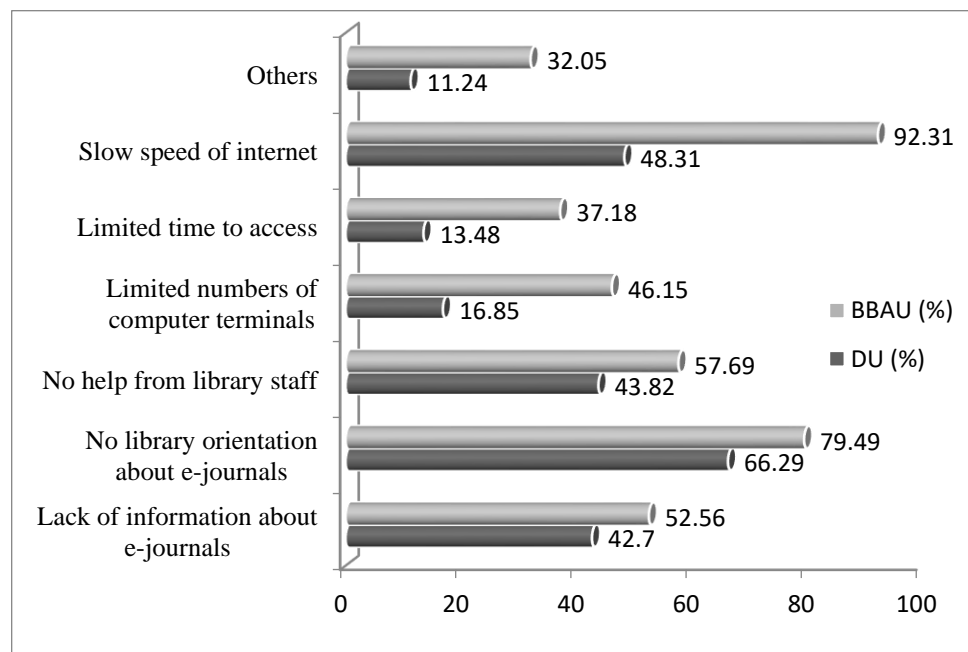


Fig. 14: Problems in accessing E-Journals

In an ideal world, the electronic journal gives many answers to the problems encountered by the staff and students. The problems may be faced by the students are “slow speed of internet”, “limited time to access”, “Limited numbers of computer terminals” etc. To improve library services, several options have given to identify the actual problems. The Fig.14 has indicated that (72.46%) respondents said due to the lack of awareness about the e-journals features; they were unable to enjoy the flavor of it in both the university. A total number of (68.86%) users blames on slow bandwidth of Internet from both the university. It is found that (50.30%) respondents blamed on staff that they will not help. The customer is our God. Library professionals need to develop soft skills and competencies. Library staff must participate in the various skill development programme for facing new emerging challenges. It is also found that users from BBAU facing may problems than the University of Delhi users.

The library authorities should provide the training for the awareness about the available journals in the library and take the necessary steps toward the good strength of the speed of the internet. So that the library users use the library services in a frequent and systematic manner.

6. Findings

The major findings are as follows:

i. Number of respondents and User category

A total 167 (83.50%) response out of 200 has received from the University of Delhi and BBAU, where most of the respondents (49.10%) belong to Ph.D. category followed by PG (32.93%) students. It is also found that the response rate from M.Phil. is below average from both the University.

ii. Users Library visiting frequency

It is found that majority of the respondents (55.09%) visit the library on daily basis followed by fortnightly (17.96%) and son. If we see the individual response rate from both the university, daily visitors from University of Delhi (58.42%) is higher than the BBAU (51.28%). But it is not enough. The remote access service could be one of the reasons for the low rate of a visit to the library.

iii. Purpose to Visit the Library

The main purpose of the users to visit the library is for issue return which constitutes (76.05%) followed by reading and writing i.e. (71.26%), keeping up-to-date (40.72%). But response rate for consulting e-journals is very minimum i.e. only (32.93%) which is not matched with the objectives of the library. It is also found in the comparison between the two universities that users from BBAU in the use of e-journals are more active than the University of Delhi.

iv. Users satisfaction with the library infrastructure

The result of the study shows that majority of the respondents (83.23%) from both the University were satisfied with library infrastructures.

v. Users satisfaction from library working hours

The findings of the study reveal that majority of the respondents were (87.42%) satisfied with library working hours. But library authority must keep in mind the importance of research and research scholar's opinion.

vi. User satisfaction with the Internet facilities in the library

The analysis clearly shows that majority of the respondent (92.81%) from both the university states that they are satisfied with the internet connectivity. The bandwidth of

the Internet may be fluctuating from time to time. Library personnel must check on a regular basis.

vii. Awareness about E-Journals

The findings show that (76.04%) from both the University gave a positive response. The awareness rate from the University of Delhi is higher than the BBAU but BBAU users much familiar on the use of e-journals.

viii. Information about E-Journals

The findings show that (77.24%) respondents from both the universities came to know about e-journals through their colleagues followed by (59.88%) from their respected teachers or supervisors. Library personnel must conduct a user orientation programme on regular basis to create awareness about the e-journals.

ix. Place of accessing E-Journals

The finding shows that most of the respondent's access e-journals in the hostel premises (74.85%) followed by Central Library (67.07%), Department library (65.87%). The respondent (88.46%) from BBAU shows their interest to access e-journals from the central library but in the University of Delhi, the response rate is only (48.32%). The reason may vary like the use of remote access, distance or due to poor infrastructure.

x. Purpose of accessing E-Journals

The result shows that greater number of users (73.05%) from both the university use e-journals for their study which is a common phenomenon of the scholarly community followed by (63.47%) scholars consume for writing articles, (38.92%) to keep up-to-date themselves.

xi. E-Journal Accessing Skills

The result of the study exhibited that most of the users (76.04%) learn to access e-journals through trial and error method in both the esteemed university. Again (72.46%) respondent express that they gain searching skills from their friend and colleagues. But the actual learning platform of user's response rate is very low i.e. (20.90%). In a comparison between these two universities, it is also found that the University of Delhi library staffs (50.56%) are more experts than the BBAU (42.31%).

xii. E-Journal access

The analysis sketch that majority of the respondents (86.22%) access information from common search engine due to the user-friendly interface and natural language indexing followed by publisher's websites (53.29%), then university websites (44.91%) from both the university. It is also found that the use of URL (23.95%) and subject Gateway (20.96%) is very less. Under the study, Google search engine found one of the most preferable search engines. Of total (91.03%) respondents from BBAU retrieve information from common search engine whereas University of Delhi ratio is (82.02%).

xiii. Methods used for reading Full-text Articles

The majority of the respondents (66.47%) from both the university prefer to read articles in print format instead of e-format followed by on computer screen (33.53%).

xiv. Opinion about E-Journals

The findings state that only (46.11%) respondents believe that the e-journals are helpful for their research work followed by (41.92%) respondent's states that e-journals are most helpful among the two-given university. It is also found that the response ratio of not helpful (11.98%) is lower than the "Most helpful" and "helpful".

xv. **Problems in accessing E-Journals**

The result indicated that (72.46%) respondents said due to the lack of awareness about the e-journals features; they were unable to enjoy the flavor of it from both the university. A total number of (68.86%) users blames on slow bandwidth of the Internet. It is found that (50.30%) respondents blamed on staff that they will not help.

7. Recommendations

- i. University Library must conduct regular user education programme to enhance the use of electronic resources subscribed by the library.
- ii. Marketing strategy should be applied for inviting research scholars in the library premises.
- iii. The library and information centers must promote remote access and other innovative services.
- iv. Regardless of its cost and technical problems, the library must adopt trending technology to bring efficiency in library services

8. Conclusion

E-Journals play a very significant role in research and development activities because of its indispensable feature. The study reveals that most of the scholars who are aware of the e-resources. Universities have been deeply involved in conducting user orientation programme to create awareness about the e-journals and its importance and it seems that users have been exploiting features of technology by accessing e-journals. With the library infrastructures, users are very much satisfied. Most of the users who use e-journals for writing articles. There are several time-saving features available in the e-journals. The Library professionals must organize interactive among the scholarly community from utilizing the e-journals. Besides this library also need to organize an author workshop in collaboration with publishers to enhance the writing papers. There are many areas on academic issues which scholars might not be aware of that like reference, citation, plagiarism, copyrights and reference management tools. The library has to make topics of regular discussion with research scholars.

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